

Terros Health
Faith Community Roundtable
October 25, 2018

1. How can you identify when someone is in crisis?

Trying to tell the difference between what expected behaviors are and what might be the signs of a mental illness isn't always easy. There's no easy test that can let someone know if there is mental illness or if actions and thoughts might be typical behaviors of a person or the result of a physical illness.

Each illness has its own symptoms, but common signs of mental illness in adults and adolescents can include the following:

- Thinking about suicide
- Inability to carry out daily activities or handle daily problems and stress
- Abuse of substances
- Excessive worrying or fear
- Excessive sadness
- Confused thinking or problems concentrating and learning
- Extreme mood changes, including uncontrollable "highs" or feelings of euphoria
- Prolonged or strong feelings of irritability or anger
- Change in relationships - avoiding friends and social activities, having difficulties understanding or relating to other people
- Changes in sleeping habits or feeling tired and low energy
- Difficulty perceiving reality (delusions or hallucinations, in which a person experiences and senses things that don't exist in objective reality)
- Inability to perceive changes in one's own feelings, behavior or personality
- Multiple physical ailments without obvious causes (such as headaches, stomach aches, vague and ongoing "aches and pains")
- An intense fear of weight gain or concern with appearance

Mental health conditions can also begin to develop in young children. Because they're still learning how to identify and talk about thoughts and emotions, their most obvious symptoms are behavioral. Symptoms in children may include the following:

- Changes in school performance
- Excessive worry or anxiety, for instance fighting to avoid bed or school
- Hyperactive behavior
- Frequent nightmares
- Frequent disobedience or aggression
- Frequent temper tantrums

2. People often feel shame or a sense of embarrassment about being in crisis. How can we help them overcome these feelings? What are some ways you can encourage people to open up about potential issues?

- Create a safe/stable environment

- Educate patient by normalizing symptoms (They are not alone)
- Use mindfulness/breathing techniques to de-escalate and assist the patient in grounding

3. **For some, treatment may seem overwhelming — expensive and time-consuming. How can we help them overcome this barrier?**

We know that treatment works. And treatment can be time-consuming, but when individuals or their family members reach the point where they feel they need help, they have likely already consumed a lot of time not getting the treatment they need, and that can cost them in ways that are more profound than any bill. And treatment is often much more affordable than you might think. Most insurance plans now offer mental health coverage for treatment. When a patient calls us to set up care, we work with them to review their insurance coverage and what they can expect to pay for services.

4. **Treatment has changed. What is Terros Health’s model of care? What do patients experience when they come to us for treatment of mental illness or substance use?**

The community has long seen Terros Health as a place of refuge from crisis and where they can find guidance through behavioral health struggles. With an integrated care model, we now help our patients establish a medical home, a place where their physical health as well as mental health needs are met. When patients call us, they are scheduled an intake appointment at a location most convenient to them. They then meet with office staff and a counselor to review their needs and begin a treatment plan. Patients seeking help with mental health and substance use disorders will have one-on-one treatment as well as groups and peer support.

5. **How can our church community stay connected and support and retain these individuals in our church community?**

When we conduct an intake appointment and begin working on a patient’s treatment plan, it is standard for us to identify their support system. This includes family members, spouses, friends and church community. We often find that when patients are engaging in an active church community, this supports their progress in recovery. Support networks are vital to all of us, and none more so than when we are in recovery from mental illness or substance abuse.

6. **How can members of the faith-based community ensure a “warm hand-off” for individuals accessing care and treatment?**

Terros Health would like to create relationships with this community so that we can ensure you have a point of contact, an individual that you can talk to and establish as a connection and resource for your church. We have site directors and practice managers at each location, and I am leaving with you today the list of locations and those individuals.